

I, Pei Lin Liang am the President of Fung Wah Bus Transportation, Inc. Our bus company began five (5) years ago. We service only one route; Boston to New York City and back. Our fleet consist of twenty (20) buses.

Our efforts to comply with ADA Regulations include, however not limited to, establishment of company policy that comply with ADA Regulations, training of all employees to provide services to the disabled and to budget for future purchases of Handicapped accessible buses and other needed equipment to provide such service. At this time we have one (1) wheel chair accessible bus that runs daily.

Bus safety and ADA Regulatory compliance is a major concern of Fung Wah. Our experience in maintaining ADA compliance has been a difficult one. We have identified three (3) issues of concern:

1. Inconsistency in the Law:

As a bus service provider we must comply with many different bodies of law. Some of the other bodies of law are not consistent with ADA Regulations. How can we comply with inconsistent rules?

If a blind passenger with a service animal comes aboard, a Fung Wah bus with only one window seat available, we are confused as to where to situate the service animal. DOT rules state that the aisle must not be obstructed. We can not separate the blind passenger and her service animal. We can not impose on a fellow passenger to move out of his aisle seat. Furthermore, if we find a passenger willing to move, again where do we situate the service animal.

2. Practical Issues with ADA Compliance:

All Fung Wah drivers are trained to provide the correct care to our disabled passengers. Our drivers feel uncomfortable getting disabled passengers of the opposite sex to and from the restroom. On busy weekends and the like, a trip to New York City from Boston might take up to six (6) hours, where one or two trips to the restroom might be needed. There are many occasions that a disabled passenger might be dropped off at the bus terminal to be picked up by another care giver at the destination. During that trip the driver must get that said passenger to the restroom.

3. Wheel Chair Accessible Buses Are Expensive:

Fung Wah is a small company and having to budget an extra 10% or more for wheel chair accessible buses have not been easy. The 10% increase in price is only for used buses, for new buses the price difference gets even greater.

Thank you for this opportunity to present my thought and concerns.

Pei Lin Liang, President
Fung Wah Bus Transportation, Inc.